



**DECEMBER 2014
FLSA: NON-EXEMPT**

ADMINISTRATIVE SERVICES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and administrative duties requiring the application of specialized operational, program, or regulatory knowledge in support of a department, or program; assumes on-going, technical and administrative responsibilities specific to area of assignment; coordinates assigned programs, projects, and services with other departments and outside agencies; and provides specialized program information and assistance to City staff and the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Services Director, Public Works Director or other Department Head. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Incumbents assigned to this class are expected to perform the full range of journey level duties, possess technical and/or functional expertise and perform specialized duties in a highly independent manner which may include financial and/or human resources areas such as cash, billing, payroll, accounts receivable and/or accounts payable, benefits administration, administration of contracts, agreements, and grants in addition to performing a variety of record keeping, reconciliation and report preparation activities. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with staff, the public, and other outside agencies as well as performing basic research and analysis functions. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Prepare and process reports, forms, and records, which may include timesheets, payroll, request for proposals, bid packages, grant and loan applications, contracts and agreements, and draft resolutions.
- Organize and carry out administrative and technical assignments and projects; research, compile, and analyze information and data from various sources on a variety of specialized topics related to assigned area; interpret results and develop and present preliminary findings and recommendations for review by senior staff.
- Provide support in developing and monitoring assigned budgets which may include gathering and analyzing financial data, developing narratives and project plans, monitoring

labor hours and other expenses, ensuring accurate allocation to accounts, providing account balances and updates to management and staff, recommending account adjustments and fund transfers, processing invoices and purchase orders, maintaining budget spreadsheets, entering information into the financial software system, and attending budget meetings.

- Prepare and submit financial, budgetary, operational, and other technical and programmatic reports, contracts and agreements, grant and loan reimbursement documentation, technical documentation, and various correspondence and informational materials regarding assigned activities.
- Organize, maintain, and update assigned record systems and databases; enter, update, and audit data to ensure quality control; develop queries and run reports; research and analyze data within areas of assigned responsibility to prepare reports and provide follow-up information to inquiries; periodically review and purge files in accordance with the records retention policy.
- Compose, type, edit, and proofread a variety of documents, including agendas, forms, memos, administrative, statistical, financial, and staff reports, contracts, agreements, and correspondence for unit staff; check draft documents for punctuation, spelling, and grammar; make or suggest corrections.
- Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply City policies and procedures in determining completeness of applications, records, and files.
- Monitor and enforce compliance of assigned areas of responsibility with laws, rules, and regulations and City guidelines, policies, and procedures.
- Schedule and/or coordinate meetings, seminars, conferences, and training sessions for unit staff; maintain calendars and make meeting arrangements; arrange for necessary set-up and materials to be available at meetings.
- Act as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, and taking and transcribing minutes for assigned boards and committees.
- Serve as a liaison and provide information and assistance to employees, the public, and private organizations, community groups, and other agencies regarding assigned activities; receive and respond to complaints and questions; interpret and explain applicable regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; coordinate and resolve problems when appropriate.
- Operate a variety of standard office equipment, including computer hardware and software applications, copiers, facsimile machines, and multi-line telephones.
- Serves as backup to the Senior Accounting Assistant.
- Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of the financial, human resources and/or public works administration function in a public agency setting.
- Policies and procedures related to benefits administration.
- Computerized finance systems and computer software and systems related to payroll processes.
- Methods, techniques, and practices of data collection and report writing.
- Business letter writing and standard writing practices for correspondence.

- Modern office practices, methods, computer equipment, and computer applications related to work, including word processing and spreadsheet software.
- Principles and practices of auditing payroll.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing systems, procedures, work standards and internal controls.
- Maintain accurate financial and personnel records and preparing clear and accurate reports for informational, auditing and operational use.
- Perform detailed accounting, financial and human resources office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain and research files.
- Make accurate arithmetic, financial and statistical computations.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth grade supplemented by college-level coursework in business or public administration, finance, accounting, or related field. Three (3) years of increasingly responsible experience performing complex technical and/or programmatic duties.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification may frequently bend, stoop, kneel, reach, push, move file boxes, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.